

From: [Grasmeder, Sophia \(NIH/CC/OD\) \[E\]](#)
To: [Crawford, John \(NIH/OD/ORS\) \[E\]](#)
Cc: [Mason, Russell \(NIH/OD/ORS\) \[E\]](#); [Cook, Susan \(NIH/OD/ORS\) \[E\]](#)
Subject: RE: B1 cafeteria
Date: Monday, March 30, 2020 10:49:12 AM

Perfect! Thank you for your response. I agree that sometimes things are exaggerated, esp with the CC and healthcare under high stress and duress. I appreciate your sensitivity to the matter and will put your response in the STARS (as below). I will consider this STARS closed.

Thanks again!

Sophie

From: Crawford, John (NIH/OD/ORS) [E] <crawfj@ors.od.nih.gov>
Sent: Monday, March 30, 2020 10:32 AM
To: Grasmeder, Sophia (NIH/CC/OD) [E] <sophia.grasmeder@nih.gov>
Cc: Mason, Russell (NIH/OD/ORS) [E] <russell.mason@nih.gov>; Cook, Susan (NIH/OD/ORS) [E] <susan.cook@nih.gov>
Subject: RE: B1 cafeteria

ANSWER TO COMPLAINT:

We have spoken with Eurest concerning the issue of running out of food during the service period. The cafeteria is currently open all day long from 6:30AM until 8:00PM. That does not mean that hot food is served continuously.

Service time are unchanged from usual operations:

Breakfast from 6:30 until 9:00

Lunch from 11:00 until 2:30

Dinner from 4:30 until 8:00

During the interim periods grab and go items are available. Pricing remains consistent with normal operations. Subsidizing costs are not allowed by Federal law and this still remains in force.

From: Grasmeder, Sophia (NIH/CC/OD) [E] <sophia.grasmeder@nih.gov>
Sent: Monday, March 30, 2020 9:58 AM
To: Crawford, John (NIH/OD/ORS) [E] <crawfj@ors.od.nih.gov>
Subject: RE: B1 cafeteria

Ha! Okay, then I will send you a STARS that came in last week about lack of food in B1 cafeteria. You will have to filter through a lot of the complaint but the essence of it is that the person felt there was either 'no food' or 'not enough food' available to her. Please let me know if you have any questions.

Here is a cut and paste of the narrative – date of occurrence 3/24/20 at 2pm

I feel if we as essential staff have to report to work, at least have enough food to supply us. I went to the b1 cafeteria for lunch and all the food was gone. I usually bring lunch but since my daughter is home from school,